

WHAT IS CLAIMED IS:

- 1 1. An inter-module communication comprising:
2 a message, wherein
3 said message comprises customer relations management system
4 information.
- 1 2. The inter-module communication of claim 1, wherein
2 said customer relations management system information comprises at least one
3 of agent information and work item information.
- 1 3. The inter-module communication of claim 2, wherein
2 said customer relations management system information further comprises at
3 least one of queuing information, statistical information, connection
4 information and rule information.
- 1 4. The inter-module communication of claim 1, wherein
2 said message comprises a command, said command configured to cause a
3 module receiving said message to perform an operation.
- 1 5. The inter-module communication of claim 1, wherein
2 said message comprises a request, said request configured to cause a module
3 receiving said message to reply with other customer relations
4 management system information.
- 1 6. The inter-module communication of claim 1, wherein
2 said message comprises a notification, said notification comprising other
3 customer relations management system information, said other
4 customer relations management system information being generated by
5 a module generating said message.

1 7. The inter-module communication of claim 1, wherein
2 said message is communicated in order to perform a function,
3 said function is one of an agent-related function, a work item-related function,
4 a statistics-related function and an administrative function.

1 8. The inter-module communication of claim 7, wherein
2 said agent-related function is one of an AgentLogin command, an
3 AgentLogout command, an AgentInitAuxWork command, an
4 AgentAllMediaAvailable command, a ChangeAgentMediaMode
5 command, a ChangeAgentSkill command, a RequestAgentState
6 request, a RequestAgentMediaMode request, a RequestSystemState
7 request, a RequestAgentWorkableList request, a
8 RequestWorkItemAssignment request, a RequestAgentWorkItemList
9 request and a RequestAgentMediaState request.

1 9. The inter-module communication of claim 7, wherein
2 said work item-related function is one of an AddWorkItem command, a
3 RequestWorkItemStatus request, an AcceptWorkItem command, a
4 RejectWorkItem command, a CompleteWorkItem command, a
5 WrapUpWorkItemResponse command, a WrapCompleteWorkItem
6 command, an HoldWorkItem command, an UnHoldWorkItem
7 command, a BlindTransferWorkItemToAgent command, a
8 TransferWorkItemToAgent command and a
9 TransferWorkItemToRoute command.

1 10. The inter-module communication of claim 7, wherein
2 said statistics-related function is one of a SetChannelStatInterval command, a
3 SetRouteStatInterval command, a StartAgentStat command, a
4 StopAgentStat command and a GetSystemStatistics request.

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- 1 11. The inter-module communication of claim 7, wherein
2 said administrative function is one of a UQOpenConnection command, a
3 UQReopenConnection command, a UQInitRules command, a
4 UQReplaceRules command and a UQDisconnect command.
- 1 12. An inter-module interface definition comprising:
2 a message definition, wherein
3 said message definition defines a message containing customer
4 relations management system information.
- 1 13. The inter-module communication of claim 12, wherein
2 said customer relations management system information comprises at least one
3 of agent information and work item information.
- 1 14. The inter-module communication of claim 13, wherein
2 said customer relations management system information further comprises at
3 least one of queuing information, statistical information, connection
4 information and rule information.
- 1 15. The inter-module interface definition of claim 12, wherein
2 said message definition defines a command, said command defined such that a
3 module receiving said message performs an operation.
- 1 16. The inter-module interface definition of claim 12, wherein
2 said message definition defines a request, said request defined such that a
3 module receiving said message replies with other customer relations
4 management system information.
- 1 17. The inter-module interface definition of claim 12, wherein
2 said message definition defines a notification, said notification comprising
3 other customer relations management system information, said other

customer relations management system information being generated by
a module generating said message.

18. The definition inter-module interface definition of claim 12, wherein
said message defines a function,
said function is one of an agent-related function, a work item-related function,
a statistics-related function and an administrative function.

19. The inter-module interface definition of claim 18, wherein
said agent-related function defines one of an AgentLogin command, an
AgentLogout command, an AgentInitAuxWork command, an
AgentAllMediaAvailable command, a ChangeAgentMediaMode
command, a ChangeAgentSkill command, a RequestAgentState
request, a RequestAgentMediaMode request, a RequestSystemState
request, a RequestAgentWorkableList request, a
RequestWorkItemAssignment request, a RequestAgentWorkItemList
request and a RequestAgentMediaState request.

20. The inter-module interface definition of claim 18, wherein
said work item-related function defines one of an AddWorkItem command, a
RequestWorkItemStatus request, an AcceptWorkItem command, a
RejectWorkItem command, a CompleteWorkItem command, a
WrapUpWorkItemResponse command, a WrapCompleteWorkItem
command, an HoldWorkItem command, an UnHoldWorkItem
command, a BlindTransferWorkItemToAgent command, a
TransferWorkItemToAgent command and a
TransferWorkItemToRoute command.

21. The inter-module interface definition of claim 18, wherein
said statistics-related function defines one of a SetChannelStatInterval
command, a SetRouteStatInterval command, a StartAgentStat

4 command, a StopAgentStat command and a GetSystemStatistics
5 request.

1 22. The inter-module interface definition of claim 18, wherein
2 said administrative function defines one of a UQOpenConnection command, a
3 UQReopenConnection command, a UQInitRules command, a
4 UQReplaceRules command and a UQDisconnect command.

1 23. A method of inter-module communication comprising:
2 forming a message, wherein
3 said message comprises customer relations management system
4 information

1 24. The method of claim 23, wherein
2 said customer relations management system information comprises at least one
3 of agent information and work item information.

1 25. The method of claim 24, wherein
2 said customer relations management system information further comprises at
3 least one of queuing information, statistical information, connection
4 information and rule information.

1 26. The method of claim 23, further comprising:
2 communicating said message from a commerce server to a universal queuing
3 system.

1 27. The method of claim 23, further comprising:
2 forming a command, wherein said message comprises said command and said
3 command is defined such that a module receiving said message
4 performs an operation.

1 28. The method of claim 23, further comprising:
 2 forming a request, wherein said message comprises said request and said
 3 request is configured to cause a module receiving said message to reply
 4 with other customer relations management system information.

1 29. The method of claim 23, further comprising:
 2 forming a notification, said notification comprising other customer relations
 3 management system information, said other customer relations
 4 management system information being generated by a module
 5 generating said message.

1 30. The definition method of claim 23, wherein
 2 said message defines a function,
 3 said function is one of an agent-related function, a work item-related function,
 4 a statistics-related function and an administrative function.

1 31. The method of claim 30, wherein
 2 said agent-related function is initiated by one of an AgentLogin command, an
 3 AgentLogout command, an AgentInitAuBWork command, an
 4 AgentAllMediaAvailable command, a ChangeAgentMediaMode
 5 command, a ChangeAgentSkill command, a RequestAgentState
 6 request, a RequestAgentMediaMode request, a RequestSystemState
 7 request, a RequestAgentWorkableList request, a
 8 RequestWorkItemAssignment request, a RequestAgentWorkItemList
 9 request and a RequestAgentMediaState request.

1 32. The method of claim 30, wherein
 2 said work item-related function is initiated by one of an AddWorkItem
 3 command, a RequestWorkItemStatus request, an AcceptWorkItem
 4 command, a RejectWorkItem command, a CompleteWorkItem
 5 command, a WrapUpWorkItemResponse command, a

6 WrapCompleteWorkItem command, an HoldWorkItem command, an
7 UnHoldWorkItem command, a BlindTransferWorkItemToAgent
8 command, a TransferWorkItemToAgent command and a
9 TransferWorkItemToRoute command.

1 33. The method of claim 30, wherein
2 said statistics-related function is initiated by one of a SetChannelStatInterval
3 command, a SetRouteStatInterval command, a StartAgentStat
4 command, a StopAgentStat command and a GetSystemStatistics
5 request.

1 34. The method of claim 30, wherein
2 said administrative function is initiated by one of a UQOpenConnection
3 command, a UQReopenConnection command, a UQInitRules
4 command, a UQReplaceRules command and a UQDisconnect
5 command.